

## Participant Assessment and Review

Life Choice is committed to assessment that considers the participant's needs as well as their expressed preferences and personal goals. The organisation recognises that a participant's situation and needs change over time and as such is committed to regular review of their service plan.

Life Choice will:

- Undertake an initial screening/assessment of all participants receiving services
- Provide information to participants about the type of support they are eligible to receive
- Support and assist participants and their carers, family members, advocates to be actively involved in the assessment and review process
- Use a range of evidence based assessment tools relevant to the particular participant
- Involve relevant professionals in the assessment process
- Develop a service/care plan outlining the services to be provided based on the participants needs and preferences that is flexible, responsive and goal oriented.
- Monitor participant outcomes against their goals
- Undertake regular reviews and update participant plans

### Record of policy development

Version	Date approved	Date for review
2020/2	September 2022	September 2024

### Responsibilities and delegations

This policy applies to	All Staff
Policy approval	Quality & Risk Committee

### Policy context – this policy relates to:

Standards	<u>NDIS Practice Standards and Quality Indicators 2018</u>
Legislation	<u>Privacy Act (1988)</u> <u>Work Health and Safety Act 2011</u>
References	<u>NDIS My First Plan and Developing the Plan 2016</u>
Organisation policies	Participants Rights

	Complaints Management policy
Forms, record keeping, other documents	WHS Risk Assessment Participant Intake form Service Agreement

## Procedures

### Initial assessment

Assessment will be conducted by NDIS Coordinators and should occur within one week of initial referral.

**Prior to assessment** participants will be contacted to determine

- what support strategies need to be put in place to undertake assessment,
- what other professional(s) need to be involved in the assessment, i.e. for participants with complex care needs a registered nurse or allied health professional may have input into the assessment and service planning

Participants will be informed about the assessment and service planning process

- what it will involve and how the information will be used to help determine their care or support
- the participants right to include anyone they choose to participate in the assessment, including interpreters and/or advocates
- the approximate length of time needed for the assessment

**At assessment,** participants will be given information in an appropriate format outlining:

- information about the funding program
- what type of services the participant can receive
- the purpose of the assessment, fees and charges
- participants rights and responsibilities
- complaints and feedback mechanisms

### Support

Life Choice has the following support strategies in place to assist participants to be actively involved in the assessment process.

- Assistance to participants who may experience cultural or language barriers, using accredited interpreters where required
- Involvement of a larger group of extended family members identified by the participant

### Evidence based assessment

The assessment process will gather information on the social, emotional, educational, cultural and health needs of the participant and develop goals in these areas to improve overall participant well-being.

The assessment tool will be determined following a review of all participant information including:

- Registration notes
- Referral documents
- Current and previous assessments
- Service being requested

The assessment will be undertaken in accordance with the guidelines for all assessment tool(s) being used.

For in home services, a Work Health and Safety assessment will also be undertaken. This will be undertaken with the participant, prior to any commencement of service.

### Involving other professionals

- For participants with complex care needs a registered nurse and/or allied health professional may have input into the assessment.
- If the referral or other information suggests the participant has mental health issues, a mental health professional will also be involved in the assessment process.

Participant consent will be sought prior to involving any other professionals in the assessment process.

### **Developing a support/service plan**

The support/service plan process will involve:

- gathering the participants own goals and preferences about types of assistance, times and frequencies of service
- documenting the service types and providers, quantity/ hours, frequencies, any fees that apply and the service goals
- providing a draft of the support/service plan to the participant for review either on the day of assessment or forwarded to the participant for review within 1 week of assessment.
- the participant's signed agreement to the support/service plan will be documented

Support/service plans are not defined by set patterns or methods of service delivery, and are reviewed regularly and amended to respond to participants needs and preferences.

### Monitoring participants

Strategies for monitoring participant progress:

- feedback from care or support workers

- feedback from other services
- participant conferences

## Reviews

Participant support/service plans will be reviewed with participants, their carer/family and as a minimum the treating Allied Health Practitioner (AHP) following one or more of the following events:

- change in participant circumstance
- request from participant or carer
- every 12 months or at the end of a service agreement
- Participants that are higher risk will be reviewed more often. The frequency is to be determined at the time of assessment & noted on the participants Support Plan

The AHP is to:

- Discuss with the participant / substitute decision maker if the goals are still relevant, suitable and achievable and consider alternative goals and strategies to achieve them
- Discuss with his / her supervisor why goals were not achieved, what improvements could be made as well as possible alternative goals and strategies to achieve them: discuss with participant results of conversation with supervisor for approval/change by participant.
- Confirm goals (either new or past) and strategies to achieve them for the next Support Plan period with the participant

Additional things that can be covered include:

- Any general feedback regarding any services that may not directly relate to participant's services
- Any changes to consents from Service Agreement – if changes to consent are made, amend the consent section of the Service Agreement, have the changes initialled by both participant and provider and save to participant's file.

Following the review, the support/service plan will be updated as needed and the review date noted on the participants file.

- Any new / changed risks and any required new risk mitigation strategies to be implemented
- Use any feedback / complaints / incident reports to inform the review.
- Goals assessed to determine if achieved (fully / partly / not).  
If not / partly achieved, the reasons why are to be explored and recorded.

Participants will be advised of when they will next be contacted for a support/service plan review.

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*End of document*

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